

## CIT Customer Service Report for the Telecommunications Branch



For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Snapshot Date: 10/1/2009 7:30:08 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
<b>Telecommunications</b>											
Circuits	0	0	0	9	0	0	0	0	0	9	0
Conferencing	8	0	0	9	0	0	2	1	0	14	3
DELPRO	10	0	0	64	0	0	18	8	0	48	1
General Info	76	0	0	4	0	0	4	59	0	17	5
New Request/Termination	25	0	0	0	0	0	12	0	0	13	2
Operator Services	0	0	0	1	0	0	1	0	0	0	0
Phones/Accessories	34	0	0	12	0	0	4	21	0	21	4
Repair	6	0	0	0	0	0	2	0	0	4	2
Repairs	100	0	0	422	1	0	11	97	0	413	1
Residential Services	0	0	0	4	0	0	0	0	0	4	0
Training	20	0	0	0	0	0	2	16	0	2	5
TSR	73	0	0	285	1	0	60	64	0	233	1
User Change	2	0	0	0	0	0	0	0	0	2	5
Voice Mail	53	0	0	5	0	0	1	51	0	6	5
<b>Grand Total:</b>	<b>407</b>	<b>0</b>	<b>0</b>	<b>815</b>	<b>2</b>	<b>0</b>	<b>117</b>	<b>317</b>	<b>0</b>	<b>786</b>	<b>2</b>

**Total Tickets Closed: 1103**

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**Total Tickets Assigned/Pending/Checked Out: 119**

**Total Tickets Created: 1222**